

PETRE POPESCU

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About me

A creative professional problem solver with a best of both worlds background in troubleshooting and programming. Quick to master new technologies, experienced in a fast-paced multi-cultural environment, customer focused and passionate about delivering high quality results.

Experience

November 2017 Present	Azure App Services Technical Advisor MICROSOFT Technical Advisor for the Azure App Services Open Source Software team, Key Responsibilities - Assisting the EMEA team with in-depth technical knowledge, creating and delivering training, continuous effort along side the Readiness and Supportability global teams, handling customer escalations Main Skills - Team management, training delivery, troubleshooting/implementing cloud based solutions using OSS technologies (Node.js, PHP, Java, Docker) and Azure-based SaaS offerings, in-depth knowledge of Azure App Services, Azure Functions and other related technologies
July 2016 November 2017	Azure App Services Support Engineer MICROSOFT Key Responsibilities - Resolve issues and enable customers to be successful through Support Requests; Determine potential improvements and suggest changes; Collaborate globally with the extended team and Product Group Main Skills - Troubleshoot configuration, performance and development related issues; Understand complex infrastructures and pin-point issues; Suggest configuration/code changes; Assist customers in adapting their solutions to Azure App Services Technologies used: Azure App Services, Azure Function Apps, ASP.NET, ASP.NET Core, Node.js, PHP, Java, Docker, Kubernetes, DevOps solutions (VSTS, Jenkins)
July 2015 June 2016	Bug Diagnostics Engineer - Customizations Technical Lead ORACLE As a Technical Lead my focus was shifted towards team enabling. This includes handling escalations, technical guidance, skill assessment, management meetings and handling ambiguous situations. During this period I have on-boarded three new hires using one-on-one training sessions and shadowing techniques.
October 2014 July 2015	Bug Diagnostics Engineer - Customizations ORACLE Bug Diagnostics Engineers are the top support tier in Oracle. Focused on customizable areas of Oracle Service Cloud, public APIs and other integrated products (Oracle Policy Automation, LiveLook, Oracle Social Network, etc.), this position requires diagnosing and documenting both product and documentation defects, a strong collaboration with the development team and working with technical customers for troubleshooting custom integrations and implementations.
July 2014 October 2014	Technical Support Engineer ORACLE Technical support for the Oracle Service Cloud (formerly known as RightNow) cloud-based CRM. During this period I was part of the 'First Responders' team as a first point of contact for customers.

January 2014
July 2014

Software Developer
KA&TE ASSOCIATES

Developing custom PHP-based web-apps and websites either from ground-up or by adapting existing website frameworks, testing and identifying any technical issues.

March 2012
January 2014

System Administrator
KA&TE ASSOCIATES

Monitoring and maintaining the computer systems, servers, databases and network of clients; Troubleshooting software and hardware issues; Upgrading and optimizing information systems; Offering direct support and feedback to clients via phone, email or a ticketing system.

Soft Skills

Five years of experience in direct customer support in an international and multi-cultural environment Both a great team worker and an emphatic leader with experience in setting the team up for success by understanding individual needs and offering the proper help with long term positive effects. A knack for explaining complex concepts to non technical people, good technical speaker and trainer quickly to adapt to the audience. Fluent in English and Romanian.

Technical Skills

A strong open-source web development background with **Node.js** and **PHP** in both Full-Stack and decoupled approaches. Big fan of microservices, containers and automation. Heavy **Git** and **VSTS** user.

Highly experienced with the Microsoft Azure PaaS offering - **App Services** and **Azure Functions**, as well other SaaS/PaaS technologies - **Azure Storage**, **Logic Apps**, **Azure Active Directory**, **Container Services**. A cloud-first approach advocate, comfortable with **multi-tenancy** and **multi-instance** environments, their common challenges and how to solve them.

Other Projects

Casiply.com (WIP)

Rebuilt from the ground up, moving away from the current Wordpress-based implementation. Built with Nuxt.js for the Server-Side Rendered front-end, Node.js Koa in the back for Country and Language detection, Cockpit as the CMS and an Azure Cosmos DB with the MongoDB API. All the bits beatifully wrapped in separate Docker Containers and hosted in Azure App Services.

Internal Tool - Team Calendar

Built for my team in Microsoft, this is a grid-like calender UI for tracking vacation days, on-call schedule and opt-ins for working on weekends. It features a decoupled design with Node.js + MongoDB in the back and Vue.js in the front. All client-to-server and server-to-client communication is done via Websockets for real-time updates. Authentication and Authorization are handled by Azure Active Directory.

Certifications

Exam 533 - Implementing Microsoft Azure Infrastructure Solutions

Issuer: Microsoft

Date obtained: June 2017

Certificate in Advanced English - Council of Europe Level C1

Issuer: University of Cambridge

Date obtained: June 2006

Education

2013-2015	<p>Master of Engineering (MEng) - Database Administration</p> <p>"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF AUTOMATIC CONTROL AND COMPUTER SCIENCE</p> <p>Field of Study: Data Modeling/Warehousing and Database Administration. Dissertation thesis: Software solution for optimization personnel recruitment based on data mining technologies - "Recruitment Helper"</p>
2008-2012	<p>Bachelor of Engineering (BEng) - Applied Electronics</p> <p>"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF ELECTRONICS, TELECOMMUNICATIONS AND INFORMATION TECHNOLOGY</p> <p>Field of Study: Electronics and Telecommunication with a focus on applied electronics. Diploma thesis: Residence Automation based on integrated programmable devices.</p>
2004-2008	<p>Highschool</p> <p>"ALEXANDRU IOAN CUZA" THEORETICAL HIGHSCHOOL OF BUCHAREST</p> <p>Mathematics and Programming, intensive Programming program</p>